

# **EXHIBIT K**

**From:** Juergen Rottler  
**Sent:** Friday, October 23, 2009 6:25 PM  
**To:** Gary N Miller  
**Cc:** Gary N Miller  
**Subject:** Re: Approval Requested: Adjustment to Siebel Support Renewal Inflationary Adjustment

Approved

Juergen

On Oct 23, 2009, at 5:33 PM, "Gary Miller" <gary.miller@oracle.com> wrote:

> Juergen,  
 >  
 > Given the increasing competitive pressure we recommend to stop the  
 > special inflationary pricing for Siebel and standardize on the same  
 > IAR as the rest of Oracle.  
 >  
 > You have seen the cancellation reports for Siebel and the exceptional  
 > deals we have had to do for customers like NAB to keep them with  
 > Oracle support.  
 >  
 > Please let us know if you would like to discuss further.  
 >  
 > Thanks,  
 >  
 > Gary  
 >  
 > From: Robbin Henslee [mailto:robbin.henslee@oracle.com]  
 > Sent: Friday, October 23, 2009 3:44 PM  
 > To: gary.miller@oracle.com  
 > Subject: Approval Requested: Adjustment to Siebel Support Renewal  
 > Inflationary Adjustment  
 >  
 > Hi Gary,  
 >  
 > As you recall, at the time that Oracle acquired Siebel, we analyzed  
 > the average support fees that were being paid by the Siebel customer  
 > base. The average effective rate for the support fee for the Siebel  
 > Standard Support customers was 15.8% and 17.5% for the Siebel Gold  
 > Support customers. In order to move the Siebel customer base closer  
 > to the lowest band of Oracle Support fees, we put into place a policy  
 > specific to the Inflationary Adjustment Rate (IAR) for the Siebel  
 > customers. Instead of utilizing the Oracle IAR of 3%, we would  
 > utilize an IAR of 4% for the Siebel Gold customers and 5% for the  
 > Siebel Standard Support customers.  
 >  
 > According to the field, due to competitive pressures in the industry,  
 > specifically from the third party support provider, Rimini Street,  
 > when renewing the Siebel customers we have to had to effectively lower  
 > the IAR to 3%. We would like your and Juergen's approval to eliminate  
 > the special IAR rate for the Siebel customers and to utilize the  
 > standard Oracle IAR of 3% for Siebel renewals moving forward.  
 >  
 > Please let me know if you need any further information from me.  
 > Please provide me with your approval.  
 >  
 > Regards,  
 >

> Robbin  
>  
>  
> <oracle\_sig\_logo.gif>  
> Robbin Henslee | Senior Director, Support Strategy & Policies  
> Phone: 706-660-9494 | Fax: 706-660-9494 | Mobile: 706-464-1273 Oracle  
> Support Strategy & Innovation ORACLE United States | 2913 Cross  
> Country Hill | Columbus, GA 31906 <env-resp.gif> "Please consider your  
> environmental responsibility before printing this e-mail"  
>